

## Job description

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|-----------------|---------------------------------|
| Job Title:      | Paediatric Audiologist          |
| Responsible to: | Lead Audiologist                |
| Hours:          | 37.5 Hours                      |
| Last updated:   | March 2024                      |
| Base:           | The Heathside Centre, Maidstone |
| AFC Banding:    | Band 5                          |

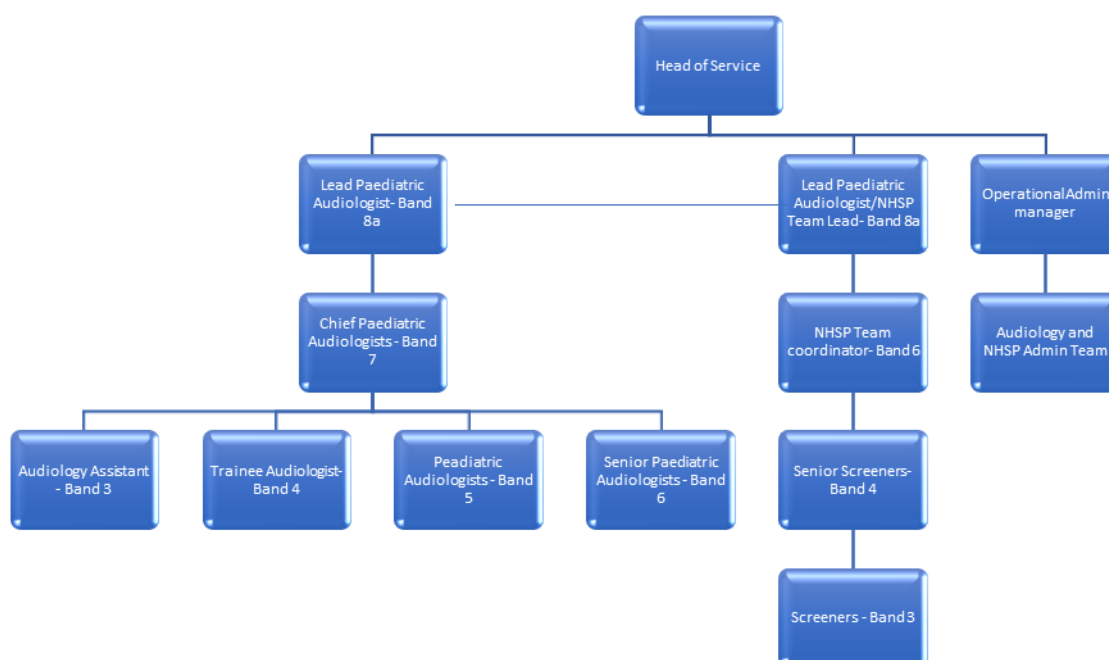
### Service Summary and Specific Responsibilities

#### Description of service

The Children's Hearing Service strives to deliver high quality Paediatric Audiological care for all patients up to 16 years of age, including patients referred from the Newborn Hearing Screening Programme, and those patients with complex needs. The service is supported by an in-house Speciality Doctor who also supports assessment and management of Auditory Processing Disorder (APD) and manages aetiological investigations locally.

We are a community-based service and have close working relationships with many providers. The service provides specialist audiological care to our patients across four clinical sites in Kent including The Heathside Centre in Maidstone, Sevenoaks Community Hospital, Gravesham Community Hospital and The Orchards in Sittingbourne. Travelling to each of these clinical sites is a requirement of this job role and expenses are reimbursed in line with Trust Policy.

#### Organisational chart of Service



## Job Summary

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Band 5 Health Care professionals (HCP) work closely with the people who use our services, families, friends and carers and play an important contribution in how people experience our services.

Band 5 HCPs are expected to be kind, responsive and professional, contributing to the quality of the services we provide by:

- Keeping the people who use our services safe through the use of sound clinical skills and effective risk assessments
- Ensuring the best possible clinical outcomes by using up-to-date skills and adhering to evidence-based policies and procedures
- Ensuring the people that use our services have a good experience by respecting, empowering and working in partnership with them.

We believe that the best health care is delivered by multi-disciplinary teams working well together and in partnership with other teams and services to provide seamless care. Band 5 HCPs work as part of a team and contribute to its success by being a role model, supervising more junior members of the team (qualified and unqualified) and students to ensure they are working to the professional standards required and provide leadership within the team.

Band 5 HCPs are expected to be kind and responsive but professional and informative and contribute to the quality of the services provided within the community team across the health economy by:

- Assessment, planning, implementation and evaluation of holistic care linked to packages of prescribed care or identified projects.
- Developing integrated care programmes in partnership with senior practitioners and/or commissioners.
- Supporting in the supervision and development of staff.
- Actively working as a member of the integrated team to provide high quality care to service users.
- Undertaking a range of competent clinical and non-clinical interventions to support the outcomes of the service.
- Acting as lead and senior practitioner to support junior staff carry out assessment/reassessments of service users and/or pathways with complex needs across the relevant field.
- Supporting and making recommendations to senior managers in order to prioritise and focus efforts to drive forward and achieve business objectives, service improvement strategies and statutory requirements.

Band 5 HCPs are expected to embody the behaviours detailed in the Trust 'Values Framework'

| Value                | Value description   |
|----------------------|---|
| <b>Compassionate</b> | This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity |

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|                     | and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.  |
| <b>Aspirational</b> | This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.  |
| <b>Responsive</b>   | This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered. |
| <b>Excellent</b>    | This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.  |

## Dimensions

- Ensure that resources are used effectively, planning the workload to meet the priorities with the most efficient use of time, equipment, manpower and other resources (eg medical devices)
- Comply with professional codes of conduct, relevant organisational policies and procedures.

## Key Result Areas

All staff are committed in providing safe, effective services and providing service users and families with a positive experience.

### Patient Safety

Band 5 HCPs contribute to the provision of safe and reliable services by:

- Using their clinical judgement and risk assessments to keep the people using our services as safe as possible

- Safeguarding people by recognising and responding when an adult or child might be at risk from abuse but also recognising their own limits, asking for help and escalating concerns when necessary
- Responding appropriately to safety concerns, escalating as required and ensuring all governance procedures are implemented
- Being open and transparent about their own practice.
- Supervising the work of others.
- Reflecting on own everyday practice and that of teams, identifying areas where improvements in safety or quality can be made taking recommendations through to the appropriate forums.
- Working with others teams and partner agencies to create a culture of continuous improvement and service development.
- Maintaining accurate, legible, comprehensive records and leading on regular audits of compliance.
- Maintaining compliance with mandatory training requirements and scope of extended competencies.
- Maintaining professional registration and demonstrating adherence to the Codes of Conduct in line with relevant professional bodies
- Integrating best practice and identification of areas where improvement in practice is required.
- Utilising effective communication skills to build trusting partnerships with service users and/or partner agencies
- Being responsive when delegating interventions to junior staff

### Clinical Outcomes

Band 5 HCPs often work with service users who have complex needs and contribute to the effectiveness of services by:

- Being confident, autonomous practitioners within own limits of competency and confidence, who take responsibility for the care they give to service users and their families / carers. They take responsibility for overseeing the work of other team members including staff without a professional registration.
- Providing skilled, evidence-based care which adheres to agreed guidance, policies and procedures
- Working with service users and families in all stages of the care planning process including assessing risks, needs and determining options for their care.  
Acting as a service user's advocate in the multi-disciplinary team and overseeing the work of others to ensure that the team is responding and providing clinically effective interventions.

Contributing to creating and maintaining high performing teams through:

- Excellent verbal and written communication with all members of the team and partner agencies across a range of sectors
- Understanding their role and how they help the team achieve its objectives
- Reflecting on their own practice, encouraging their peers to reflect on their practices in handovers and team meetings

- Encouraging the team to learn from adverse and positive events or to respond to data analysis from audits or benchmarking exercises. Implement any actions and initiatives which aim to improve clinical outcomes
- Identifying how care pathways/project or programme areas and associated processes could be improved, and leading on implementation of agreed service/pathway developments
- Writing reports associated with their area of work and scope of specialist knowledge

### Patient Experience

Band 5 HCPs ensure people using our services are respected and empowered to make decisions about their health and wellbeing by:

- Working in partnership with service users, their families and carers, colleagues and partner agencies
- Gaining consent and, as appropriate, involving people in all decision making
- Ensure effective knowledge of local assets in order to develop and deliver effective pathways to alternative local services, in order to deliver successful programmes of care.
- Providing reassurance through an attitude that is professional, responsive, knowledgeable and confident in order to convey sensitive information in relation to programmes of care/interventions
- Responding to complaints or concerns effectively and quickly in line with the service's policy
- Escalating concerns to senior management team

### Supporting yourself and others

Engaged staff are more productive. Band 5 HCPs play an integral role in engaging colleagues and the work we do by:

- Taking part in clinical supervision and appraisals and giving constructive feedback which supports staff to reflect on their work, objectives and the CQC Key Lines of Enquiry (KLOE).
- Reviewing and reflecting on own competence and performance through effective use of operational supervision and appraisal and identifying any personal training needs
- Using continuing professional development opportunities to develop a relevant specialism achieving mentorship skills / becoming a fieldwork educator or undertaking accredited leadership or management modules.
- Supporting students on placement

### Clinical Leadership

Band 5 HCPs play an integral role in providing effective leadership by:

- Acting as a professional role model facilitating and supporting the delivery of effective care by use of clinical reasoning and decision-making skills, in line with best practice
- Providing a visible professional presence which allows service users, their families, carers, staff and other internal and external services to approach for assistance, advice and support

- Successful completion of self-identified project

Contributes to professional registration requirements by:

- Promoting and creating a climate of clinical enquiry through practice and basing recommendations for care on valid research where available.
- Keeping up-to-date with, interpreting and critically evaluating current literature.
- Ensuring audits of services are undertaken and data is provided to help inform and improve practice across the Trust.
- Participating in local meetings/networks to promote innovations and share best practice

All services and teams in the Trust should be able to demonstrate that they are meeting the Care Quality Commission (CQC) standards of care.

Band 5 HCPs are expected to be Clinical Leaders and play an active role in ensuring that the team understands the CQC standards and KLOEs and what individual team members do to help achieve those standards by:

- Taking a lead role in gathering and recording evidence which demonstrates that CQC and locally agreed standards are being met. Engaging in the performance management of teams and creating a positive culture where the team can learn from mistakes and is enthusiastic to improve
- Deputising for more senior managers, ensuring that performance is maintained in their absence. This may include managing the team, allocating caseloads and coordinating shifts

### **Audiological Key Result Areas**

- To provide all paediatric audiology services in a seamless family-friendly way.
- To appropriately debrief children and their families, effectively communicating complicated, sensitive and potentially contentious information about their hearing, including to those with complex communication needs.
- To take an active role in disability awareness/ access Trust wide. To develop a trust wide profile for Children's hearing and deaf issues.
- To ensure children, young people and families are routinely given information on support services (when appropriate) to include educational sensory service as well as local and national voluntary support groups for deaf children and young people.
- To undertake behavioural hearing assessment of children of all ages including Distraction Testing, Visual Reinforcement Audiometry, Performance Audiometry and Pure Tone Audiometry.
- To perform objective assessment of hearing including tympanometry acoustic reflexes, Otoacoustic emissions.
- To perform daily calibration at the start of each clinic
- To work closely with our Audiovestibular physician and seek medical input when required
- To work in partnership with medical, educational and other professions involved in the child's case.
- To participate in clinical audit, research and clinical governance.

- Responsible for accurately fitting, verifying and validating a variety of digital hearing aids to older children in accordance to MCHAS and local protocols.
- Assisting accurately fitting, verifying and validating a variety of hearing aids to smaller children and infants.
- To carry out routine hearing aid maintenance and repair.
- Competently taking paediatric aural impressions (over 10s)
- To support transition to local adult audiology services for young people over 16 years, who wear hearing aids, by developing the relevant protocols with adult audiology services.
- Responsible for reporting audiological data on SMaRT4Hearing.
- To report results to patients, parents and carers in an empathetic caring manner which can be highly distressing to all involved.
- Responsible for carrying out various paediatric clinics across West Kent including Sevenoaks Hospital, Gravesham Community Hospital, Heathside Centre – Maidstone, Orchards Centre – Sittingbourne.
- Maintaining records and written reports of clinical outcomes in line with current IG standards via Auditbase, Smart for hearing and liaising with multidisciplinary team.
- Follow local and national protocols at all times.
- To take part in clinical meetings, clinical supervision, clinical governance meeting, job planning and similar tasks.

#### **Physical skills:**

- Standard IT skills
- Ability to travel across the health economy, in a timely manner to ensure completion of role.
- Manual dexterity required for the role and level competence.

#### **Freedom to Act:**

- Works on own initiative as autonomous practitioner within broad occupational policies
- Lead practitioner for area of specialism/ locality
- Professionally accountable and responsible for all aspects of own workload
- Seeks guidance as necessary

#### **Physical Effort**

- There will be a requirement for a combination of sitting, standing, bending, stooping, walking and driving.
- There may be some requirement for physical effort in relation to activity (patient care/ moving resources e.g. display boards, leaflets etc.) frequently for short periods of time
- Substantial proportion of working time is spent driving or sitting to use IT equipment

#### **Mental Effort**

- Unpredictable work pattern necessitating an ability to adapt to a changing workload in the course of a day.
- Periods of concentration are required on a daily basis.
- Support/ mentor students and junior workforce.

#### **Emotional Effort**

- Occasional exposure to emotionally distressing situations e.g. disclosures by clients

## **Working Conditions**

- Occasional exposure to bodily fluids, smells, noise and violent or aggressive behaviour.
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## **Corporate Accountabilities**

### **Standards of Business conduct**

The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.

All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.

### **Risk Management**

The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.

### **Governance Standards**

Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.

### **Confidentiality**

Trust employees are required to ensure that information about patients and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18), the Caldicott Principles 1998 and the National Data Guardian Data Security Standards. The trust's Data Security and Protection policy and the Cyber, Network and Information Systems policy provide guidance on how this can be achieved.

### **Child/Adult protection**

All staff must be familiar with and adhere to Trust child protection procedures and guidelines, in conjunction with Kent Area Child/Adult Protection Committee policies and procedures. All staff are required to attend child/adult protection awareness training and additional training regarding child protection relevant to their position and role.

### **Records Management**

To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.

### **Freedom of Information**

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.

### **Security**



To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

### **Infection Control**

The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

### **Whistleblowing**

The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Whistleblowing Policy for alternative options.

### **Environmental Impact**

The post-holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.

### **Performance review**

This Job Description will be used as a basis for individual performance review between the post holder and the manager.

The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each year, and may develop to meet the changing needs of the service. The post holder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.

### **Equality and Diversity**

The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

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### **Job description agreement**

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| Job holder's name            |  |
| Job holder's signature:      |  |
| Date:                        |  |
| Line managers name and title |  |
| Line managers signature      |  |
| Date                         |  |



## Person Specification

| Requirements                      | <i>Essential</i>  | <b>Desirable</b>   |
|-----------------------------------|---|--|
| <b><u>Qualifications</u></b>      | <ul style="list-style-type: none"> <li>• BSc in clinical Audiology or equivalent qualification</li> <li>• State registered with HPC or RCCP or working towards qualification</li> </ul>   | <ul style="list-style-type: none"> <li>• MSc in clinical Audiology or evidence of further education</li> <li>• BAA registration</li> <li>• BSL Level 1</li> </ul>  |
| <b><u>Experience</u></b>          | <ul style="list-style-type: none"> <li>• Experience of working in Paediatric Audiology with Children of all ages</li> <li>• Experience in performing objective and behavioural assessments in 0-16 year old children including: distraction testing, VRA, Performance audiometry, PTA, OAE's, middle ear function tests.</li> <li>• A good knowledge and experience of objective and behavioural audiometric test techniques used in Paediatric Service</li> <li>• Experience with paediatric impression taking</li> <li>• Experience in fitting, verifying and validating a variety of hearing aids to the paediatric population</li> <li>• Experience performing speech testing in children</li> <li>• Experience in participating in audit or clinical research</li> </ul> | <ul style="list-style-type: none"> <li>• Experience supervising junior audiology staff or students.</li> <li>• Evidence of further CPD such as: External training courses</li> <li>• Knowledge/ experience of advanced electrophysiological and vestibular assessment</li> <li>• Knowledge of the causes and appropriate management of hearing impairment in children</li> </ul> |
| <b><u>Skills and Aptitude</u></b> | <ul style="list-style-type: none"> <li>• Able to work across a variety of sites across West Kent</li> <li>• Able to work effectively and with good organisational skills</li> <li>• Computer literate</li> </ul>  | <ul style="list-style-type: none"> <li>• Previous experience with Auditbase Patient Management System.</li> <li>• Previous experience using Smart for hearing.</li> </ul>  |
| <b><u>Knowledge</u></b>           | <ul style="list-style-type: none"> <li>• Auditory rehabilitation methods and theory</li> <li>• Psycho-social aspects of deafness and hearing loss</li> <li>• Audit and research methodologies</li> <li>• Detailed knowledge and understanding of the different stages for normal development in children.</li> <li>• An understanding of the concept and practical implications of clinical governance.</li> </ul>  |  |
| <b><u>Personal Qualities</u></b>  | <ul style="list-style-type: none"> <li>• Ability to work well in independently and as part of a multi-disciplinary team</li> <li>• Demonstrate good communication/ interpersonal skills</li> <li>• Ability to work in a professional manner under all circumstances</li> <li>• Willingness to work under pressure for the good of the patient</li> </ul>  |  |

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|  | <ul style="list-style-type: none"><li>• Demonstrate good organisational and prioritising skills</li><li>• A commitment to maintaining high clinical standards (BSA or equivalent)</li><li>• Car driver and willingness to travel to all sites.</li></ul> |  |
|--|--|--|